

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT
NCDOT RAIL DIVISION for the Month of SEPTEMBER 2015

Ridership

	FFY15 SEP	FFY14 SEP	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	21,707	22,210	-2%	298,973	302,601	-1%
Piedmont	12,297	13,246	-7%	161,487	170,413	-5%
Total	34,004	35,456	-4%	460,460	473,014	-3%

Number of Trains

Average Number of Passengers per Train

FFY15 SEP	FFY14 SEP	Service	FFY15 SEP	FFY14 SEP	Δ
60	60	Carolinian	362	370	-2%
115	120	Piedmont	107	110	-3%

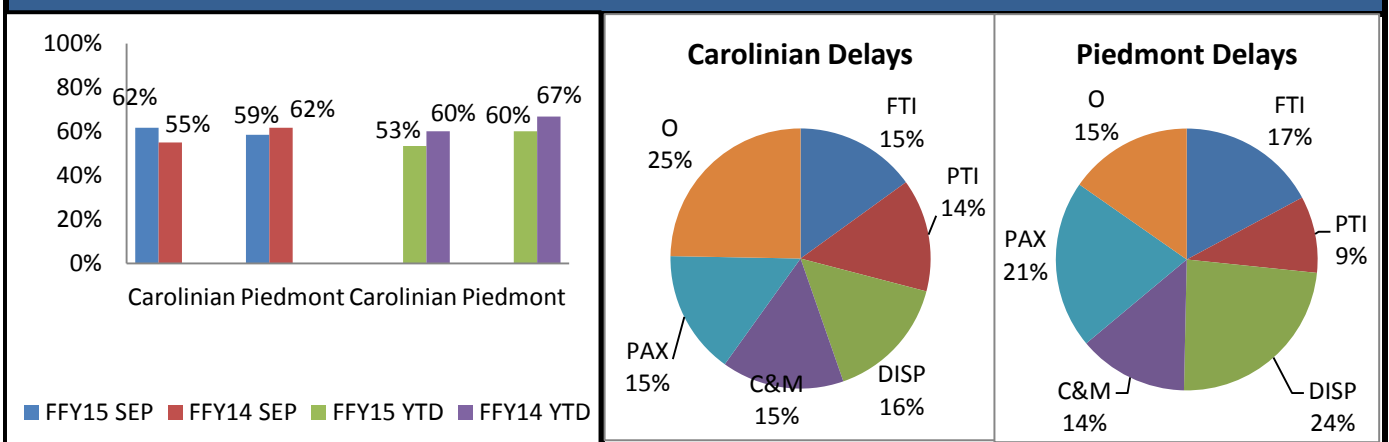
Revenue

	FFY15 SEP	FFY14 SEP	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$1,320,684	\$1,329,931	-1%	\$19,217,309	\$19,136,311	0%
Piedmont	\$259,146	\$272,002	-5%	\$3,304,601	\$3,402,929	-3%
Total	\$1,579,830	\$1,601,933	-1%	\$22,521,910	\$22,539,240	0%

Amenities	Mo. Surcharge	\$16,968	Mo. Expense	\$2,289	Mo. Surplus	\$14,679
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***September 2015 service modifications and annulments impacted four Piedmont trains and one Carolinian train due to PIP construction.**
 On September 28, all Piedmont trains were annulled and Train 80 originated in Durham. In addition, on September 26 Train 73 suffered engine failure between Burlington and Greensboro; passengers were bused to destinations, Train 74 was cancelled, and Train 80 was delayed providing rescue service. In September 2014, there were no annulments. Additional disruptions for PIP project work are expected between September and December 2015. Average gasoline prices were \$2.29/gallon in September, 2015 vs. \$3.42/gallon in September, 2014 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 7,095 and 2,797 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction

	FFY15 AUGUST	FFY14 YEAR-END	Δ
Carolinian	71%	75%	-4%
Piedmont	90%	88%	2%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont; and for FFY 2015 are 79% for the Carolinian and 90% for the Piedmont. Overall August eCSI for all Amtrak services was 78%.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Greensboro
3	Charlotte - Durham	Charlotte - Cary
4	Durham - Washington	Charlotte - Durham
5	New York - Raleigh	Greensboro - Raleigh
6	Cary - Washington	Durham - Greensboro
7	Charlotte - New York	Cary - Greensboro
8	Greensboro - Washington	Charlotte - HighPoint
9	New York - Wilson	Burlington - Charlotte
10	Charlotte - Washington	HighPoint - Raleigh

*Of the ten city pairs with the highest ridership, from the previous FFY month Cary - Washington had the largest increase of 58% and Greensboro - Washington the largest decrease of 20% for the Carolinian; Burlington - Charlotte had the largest increase of 23% and Charlotte - High Point the largest decrease of 16% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 SEP	FFY14 SEP	Δ
Charlotte	12,026	12,964	-7%
Raleigh	8,450	8,585	-2%
Greensboro	7,636	8,595	-11%
Durham	5,995	6,394	-6%
Cary	4,486	4,576	-2%
Wilson	2,389	2,400	0%
High Point	2,381	2,637	-10%
Burlington	1,750	1,784	-2%
Salisbury	1,486	1,706	-13%
Rocky Mount	1,372	1,381	-1%
Kannapolis	1,312	1,343	-2%
Selma-Smithfield	602	608	-1%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY15 SEP	FFY15 YTD
Train Host Volunteer Hours	950	12,611



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